

MemberSource

A newsletter for CareSource MyCare Ohio members



Simplify your life

Combine your Medicare and Medicaid coverage with us

Make the most of your CareSource® MyCare Ohio (Medicare-Medicaid Plan) benefits.

We make things simple with one easy plan.

If you choose CareSource MyCare Ohio for both Medicare and Medicaid, you will enjoy:

- No co-pays for your Medicare or Medicaid benefits
- No co-pays for prescription drugs
- One plan and provider network for all your Medicare and Medicaid benefits
- One ID card for both Medicare and Medicaid
- A care manager to help coordinate your health care
- Extra vision benefits
- More transportation benefits
- A fitness program called Silver Sneakers® at no cost to you

Do you have CareSource MyCare Ohio for your Medicaid benefits only? Add Medicare today. It's easy to combine it all into a single health care plan to get more benefits. Just contact the Ohio Medicaid Hotline. Call **1-800-324-8680** (TTY: 1-800-292-3572).

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Care management Q&A

Q: *I am a new CareSource MyCare Ohio member. I have been assigned a care manager. What does a care manager do and why do I need one?*

A: A care manager can help you with many things. They include:

- Help with a care plan to improve your health
- Help with scheduling health care appointments
- Questions about your CareSource MyCare benefits
- Help with redetermination requirements
- Questions about your health conditions or medical procedures
- Questions about medications
- Help to set up services such as home-delivered meals, personal care, home making services, or home modifications
- Help with getting a ride to an appointment
- Finding community resources you need
- Ensuring you have access to health services
- Assistance with finding a specialist or provider
- Work on your personal or health goals
- Help with improving your quality of life
- Help filling out forms to apply for Home Choice or Waiver Services

Call your care manager if you have questions. If you leave a message, please allow 24 hours for your care manager to return your call. Care managers are always willing to lend a hand and offer support.

Success story

The caregiver for a CareSource MyCare Ohio member recently sent us a letter. She wanted to let us know how pleased she was with our service for her mother. Her letter read, in part:

“My mother received a new custom wheelchair through CareSource. I would like to thank you for the prompt attention and approval for the delivery of this beautiful wheelchair. The employee did an incredible job of adjusting the chair and treating my mother with dignity. She is nonverbal but very aware, and she was very pleased.

We are new to CareSource and met with a care manager who was very helpful and personable. It is comforting to have her available as a contact with any questions or problems. This is such a welcome change. I tell everyone to switch over to CareSource.”

The care giver is not a paid actor and is not paid to promote the plan.



The ABCs of caregiving

Are you caring for an older adult? If so, you are not alone. Many people are helping an aging parent or loved one. It can be difficult. Keep these tips in mind to help you stay healthy, too.

- A. Accept offers of help from others.** Suggest specific things people can do to help you.
- B. Take breaks often. Caregiving is hard work.** Take time to recharge your own batteries.
- C. Care for your own health.** Try to eat well and get enough sleep. This will help you stay well and strong enough to take care of your loved one.



Know where to go for care

Do you know when to see your primary care provider (PCP) for health care and when to go to an emergency room (ER)? When you are sick or hurt, sometimes it is hard to know what to do. Use the chart shown here as a guide only. If you feel you are having an emergency, call 911 or go to your nearest emergency room.

See your PCP for...	Go to an urgent care clinic for...	Go to the ER for...
<ul style="list-style-type: none">• Most of your health care needs• Flu or cold including fever, headache and chills• Immunizations• Sprains/strains• Ongoing management of chronic conditions	<ul style="list-style-type: none">• Deep cuts• Simple fractures• When your PCP is not available or your PCP's office is closed	<ul style="list-style-type: none">• Major trauma or accident• Loss of consciousness• Sudden, severe pain especially headache• Severe chest pain or pressure• Bleeding that won't stop• Broken bones• Sudden dizziness, weakness, changes in vision or confusion• Suicidal thoughts• Head or eye injury

If you don't know what to do, you can get help from our 24-hour nurse advice line. A registered nurse will check your symptoms and help you figure out what to do. Just call **1-866-206-7861** any time.



Should I stop taking my medication?

Thanksgiving is coming, and there is one type of turkey you should avoid – stopping your medication “cold turkey.” Many drugs can cause problems if you quit taking them without slowly lowering the dose over time.

Here is a list of some common drugs that you should not suddenly stop and what might happen if you do.

- **Antidepressants:** May experience flu-like symptoms, trouble sleeping, balance problems, vision issues, numbness, tingling and anxiety
- **Blood pressure medications:** May experience rebound high blood pressure, chest pains, irregular heart rates, anxiety, and even a heart attack
- **Heartburn medications:** May experience rebound heartburn
- **Pain medications:** May experience withdrawal symptoms such as anxiety, sweating, trouble sleeping, flu-like symptoms, fatigue, stomach cramps, diarrhea, and headaches
- **Seizure medications:** May experience recurrence or worsening of the condition being treated, headaches, sweating, diarrhea, sleep problems, and increased blood pressure
- **Sleep/Anxiety medications:** May experience rebound sleep or anxiety problems, sweating, muscle cramps, increased heart rate, nausea, vomiting, hallucinations, and seizures

These symptoms often last a week or longer. You are more likely to have them if you suddenly stop a medication taken regularly over an extended period of time.

Always talk to your doctor or pharmacist before you quit taking any medication. If you do need to stop a medication, your doctor will help find a schedule that's right for you.

Prevent flu and pneumonia

Pneumonia is an infection of the lungs. It is usually caused by a virus or bacteria. You are more likely to get pneumonia if you:

- Are older than 65 years of age or younger than 5
- Have an underlying medical condition, like diabetes or asthma
- Smoke cigarettes

Pneumonia can often be prevented and can usually be treated. Keeping your hands clean is one of the best ways to prevent the spread of infection and illness.

Experts recommend that everyone older than 6 months of age get a flu vaccine each year. Check with your doctor to see if you should receive a pneumonia vaccine, too. CareSource covers these vaccines*.

**Quadrivalent flu vaccines are not covered.*



Sunlight and some medications don't mix

Did you know that some medications can make you more sensitive to the sun? Common ones include certain:

- Antibiotics
- Antidepressants
- Blood pressure drugs
- Cholesterol drugs

Direct and prolonged sun exposure can cause skin damage and redness that looks like a sunburn or rash. If you take a drug like one of the above, be sure to protect yourself. Spend limited time in the sun. Always protect yourself from direct exposure by wearing:

- A hat
- Sunglasses
- Protective clothing
- Sunscreen

Talk to your doctor or pharmacist if you have questions.

Enjoy each moment – it may be good for your health

Studies suggest that being mindful has benefits.* Mindfulness involves paying attention in the moment. It happens when you are aware of what you are doing, thinking and feeling. It is a purposeful way of thinking that does not let your mind get distracted. It can:

- Help you manage stress
- Help you cope better with serious illness
- Reduce anxiety and depression

Mindfulness does require practice. You can practice by being aware of your breathing, emotions, eating, and thoughts. You can find free mindfulness recordings online. Topics include mindful awareness of breathing, eating and thoughts, as well as mindful yoga and sitting meditation.

**Reference: <https://newsinhealth.nih.gov/issue/Jan2012/Feature2>*



MemberSource is a publication of CareSource MyCare Ohio® (Medicare-Medicaid Plan), a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. Limitations, copays, and restrictions may apply. For more information call CareSource MyCare Ohio Member Services or read the Member Handbook. Benefits, Lists of Covered Drugs, pharmacy and provider networks and/or copayments may change from time to time throughout the year and on January 1 of each year.

CareSource complies with applicable state and federal civil rights laws and does not discriminate on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status.

If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-855-475-3163 (TTY: 1-800-750-0750 or 711).

Si usted o alguien a quien ayuda tienen preguntas sobre CareSource, tiene derecho a recibir esta información y ayuda en su propio idioma sin costo. Para hablar con un intérprete, llame al 1-855-475-3163.

如果您或者您在帮助的人对 CareSource 存有疑问，您有权 免费获得以您的语言提供的帮助和信息。如果您需要与一位翻译交谈，请致电 1-855-475-3163。

Live your healthiest, feel your best

One of the best things you can do for your health is exercise. Physical activity is good for the body and mind. It can help prevent many health problems.

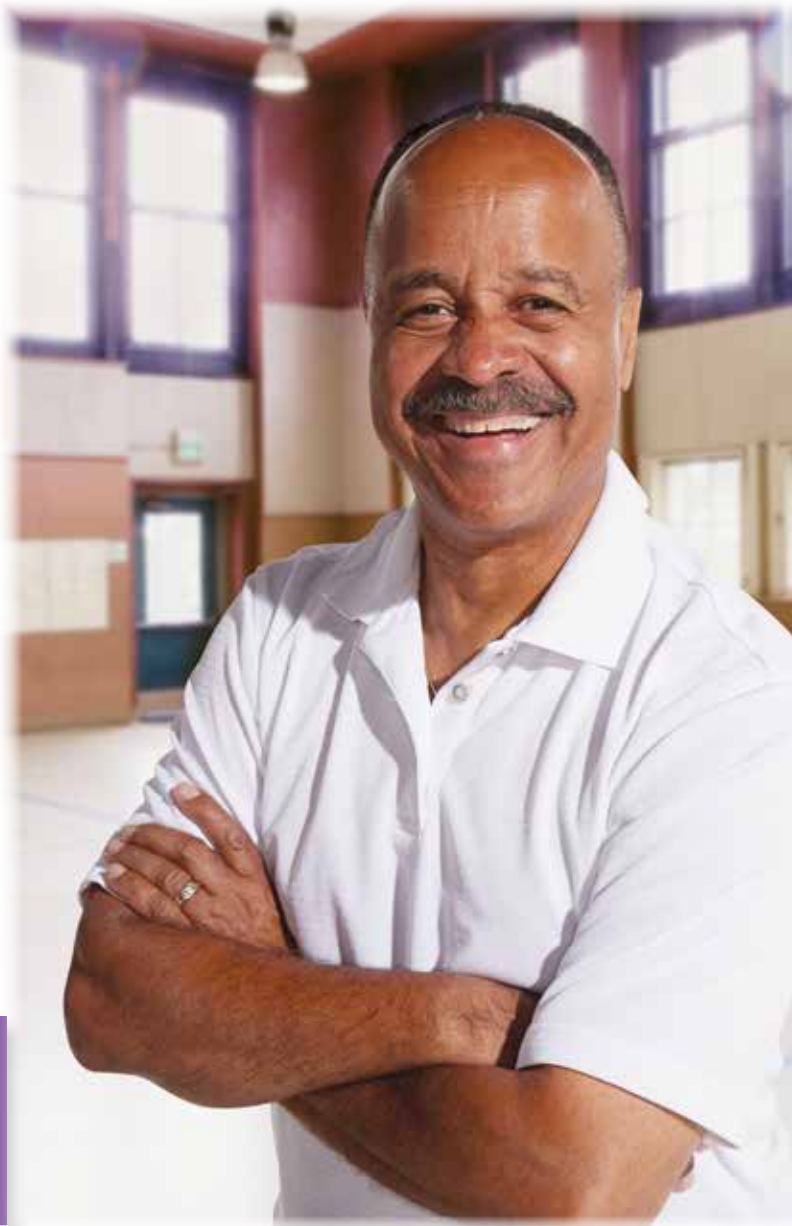
If you have CareSource MyCare Ohio for Medicare and Medicaid, you can take part in a fitness program at no cost to you. It is called SilverSneakers. With it you can manage your weight, increase muscle strength and flexibility, and improve your bone health and energy level. Most importantly, you'll feel better.

SilverSneakers is a benefit you can use now!
You can:

- Access more than 13,000 fitness locations nationwide
- Use exercise equipment and other amenities
- Take group fitness classes designed specifically for you
- Learn about relevant health topics
- Take part in social activities and events

Try it today. You'll be glad you did.

Go to www.silversneakers.com for more details.
Or call 1-888-423-4632, Monday through Friday,
8 a.m. to 8 p.m.



Get regular dental care

Good dental care is an important part of your health. You should visit your dentist for a routine dental exam every six months. CareSource MyCare Ohio covers these exams. They help catch problems early and make sure your teeth and gums stay healthy.

Do you need help finding a dentist near you? Use our Find a Doctor/ Provider tool at **CareSource.com/MyCare**. Click on "Find a Doctor/Provider" to get started.

How to reach us

Member Services Department:
1-855-475-3163

(TTY: 1-800-750-0750 or 711)
Hours are Monday – Friday,
8 a.m. to 8 p.m.

CareSource24[®], 24-Hour Nurse
Advice Line: **1-866-206-7861**

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 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

Important Plan Information

EOBs are not bills

As a member of our health plan, you may receive Explanation of Benefits (EOB) statements from us in the mail. **This EOB statement is not a bill.** These help us to monitor for potential fraud, waste and abuse or medical identity theft.

Again, this EOB statement is not a bill. Please help us by checking this statement for these things:

1. Are there any services, supplies or equipment listed that you did not receive?
2. Are there any services that were billed more than once?
3. Are any of the dates of service listed unfamiliar to you?

If you suspect errors or fraud, please let us know. You can report your concerns to us in a variety of ways.

Anonymous options

- Call **1-855-475-3163** (TTY: 1-800-750-0750 or 711). Choose the menu option for fraud.
- Write us a letter or complete our Fraud, Waste and Abuse Reporting Form. You can find the form at CareSource.com. Send it to:
CareSource MyCare Ohio
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other options

- Email us at **fraud@caresource.com**.
- Send a fax to 1-800-418-0248.

If you choose to remain anonymous, we will not be able to call you back. So please leave as many details as possible. This includes names and phone numbers. Your report will be kept confidential to the extent permitted by law.